



## Heineken Malaysia Berhad

Company no. 196401000020 (5350-X)

### ADMINISTRATIVE GUIDE

58<sup>th</sup> Annual General Meeting

Date	Time	Broadcast Venue	Meeting Platform
Thursday 12 May 2022	9.30 a.m.	Sungei Way Brewery, Lot 1135, Batu 9, Jalan Klang Lama, 46000 Petaling Jaya, Selangor, Malaysia	<a href="https://tiih.online">https://tiih.online</a>

#### Mode of Meeting

In view of the on-going Covid-19 situation and as part of the safety measures of Heineken Malaysia Berhad (“the Company”), the 58<sup>th</sup> Annual General Meeting (“58<sup>th</sup> AGM”) will be held **virtually through live streaming and online remote voting** using the Remote Participation and Voting facilities (“RPV”) which are available on Tricor Investor & Issuing House Services Sdn Bhd’s (“Share Registrar”, “Tricor” or “TIIH”) **TIIH Online** website at <https://tiih.online> from the Broadcast Venue on the date and time as set out above.

The Broadcast Venue is strictly for the purpose of complying with Section 327(2) of the Companies Act, 2016 which requires the Chairperson of the meeting to be present at the main venue of the meeting. Members/proxies/corporate representatives **WILL NOT BE ALLOWED** to attend the 58<sup>th</sup> AGM in person at the Broadcast Venue on the day of the meeting.

#### Entitlement to Participate

Only a depositor whose name appears on the Record of Depositors as at **29 April 2022** shall be entitled to attend, speak (including posing questions to the Board via real time submission of typed texts) and vote (collectively, “participate”) remotely at the 58<sup>th</sup> AGM or appoint a proxy/proxies to participate on his/her behalf in the said AGM via RPV.

Members who wish to participate in the 58<sup>th</sup> AGM remotely are required to register with the Company’s Share Registrar, Tricor via its TIIH Online website at <https://tiih.online> no later than **Wednesday, 11 May 2022 at 9.30 a.m.**

#### Appointment of Proxy / Proxies

Members who wish to appoint a proxy/proxies to participate in the 58<sup>th</sup> AGM via RPV are required to complete, execute and submit the Forms of Proxy through either one of the following avenues no later than **Wednesday, 11 May 2022 at 9.30 a.m.** or in the event of any adjournment, no later than 24 hours before the time appointed for the adjourned meeting:

- (a) Lodgement of Form of Proxy in hardcopy - To be deposited at Tricor’s Office at Unit 32-01, Level 32, Tower A, Vertical Business Suite, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia, or alternatively at Tricor’s Customer Service Centre at Unit G-3, Ground Floor, Vertical Podium, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia;

or

- (b) Electronic lodgement of Form of Proxy - The Form of Proxy can be lodged electronically via **TIIH Online** website at <https://tiih.online> by following the procedures below:

## Procedure for Electronic Lodgement of Form of Proxy

### i. Steps for Individual Members

Register as a user with TIIH Online (For first time registration only)	<ul style="list-style-type: none"> <li>▪ Using your computer, access the website at <a href="https://tiih.online">https://tiih.online</a> and register as a user under the “e-Services”. Please refer to the tutorial guide posted on the homepage for assistance.</li> <li>▪ If you are already a user with TIIH Online, you are not required to register again.</li> </ul>
Proceed with submission of Form of Proxy	<ul style="list-style-type: none"> <li>▪ After the release of the Notice of Meeting by the Company, login with your username (i.e. email address) and password.</li> <li>▪ Select the corporate event “<b>HEIM 58TH AGM - Submission of Proxy Form</b>”.</li> <li>▪ Read and agree to the Terms and Conditions and confirm the Declaration.</li> <li>▪ Insert your CDS account number and indicate the number of shares for your proxy/proxies to vote on your behalf.</li> <li>▪ Appoint your proxy/proxies or Chairman of the meeting and insert the required details of your proxy/proxies.</li> <li>▪ Indicate your voting instructions FOR or AGAINST, otherwise your proxy/proxies will decide your vote on your behalf.</li> <li>▪ Review and confirm your proxy/proxies appointment.</li> <li>▪ Print e-Form of Proxy for your record.</li> </ul>

### ii. Steps for Corporation or Institutional Members

Register as a user with TIIH Online (For first time registration only)	<ul style="list-style-type: none"> <li>▪ Access TIIH Online at <a href="https://tiih.online">https://tiih.online</a>.</li> <li>▪ Under e-Services, the authorised or nominated representative of the corporation or institutional member selects “<b>Create Account by Representative of Corporate Holder</b>”.</li> <li>▪ Complete the registration form and upload the required documents.</li> <li>▪ Registration will be verified, and you will be notified by email within one (1) to two (2) working days.</li> <li>▪ Proceed to activate your account with the temporary password given in the email and re-set your own password.</li> </ul> <p><i>(Note: The representative of a corporation or institutional shareholder must register as a user in accordance with the above steps before he/she can subscribe to this corporate holder electronic proxy submission. Please contact our Share Registrar if you need clarifications on the user registration.)</i></p>
Proceed with submission of Form of Proxy	<ul style="list-style-type: none"> <li>▪ Login to TIIH Online at <a href="https://tiih.online">https://tiih.online</a>.</li> <li>▪ Select the corporate event: “<b>HEIM 58TH AGM – Submission of Proxy Form</b>”.</li> <li>▪ Read and agree to the Terms and Conditions and confirm the Declaration.</li> <li>▪ Proceed to download the file format for “Submission of Proxy Form” in accordance with the Guidance Note set therein.</li> <li>▪ Prepare the file for the appointment of proxy(ies) by inserting the required data.</li> <li>▪ Proceed to upload the duly completed proxy appointment file.</li> <li>▪ Select “Submit” to complete your submission.</li> <li>▪ Print the confirmation report of your submission for your record.</li> </ul>

## Appointment of Corporate Representatives / Power of Attorney

Corporate representatives of corporate members must deposit their original or duly certified certificate of appointment of corporate representative at Tricor’s Office as provided above no later than **Wednesday, 11 May 2022 at 9.30 a.m.** to participate in the 58<sup>th</sup> AGM via RPV.

Attorneys appointed by power of attorney are to deposit their power of attorney at Tricor’s Office as provided above no later than **Wednesday, 11 May 2022 at 9.30 a.m.** to participate in the 58<sup>th</sup> AGM via RPV.

**A member who has appointed a proxy or attorney or authorised representative to participate in the 58<sup>th</sup> AGM must request his/her proxy or attorney or authorised representative to register himself/herself for the RPV at Tricor’s TIIH Online website at <https://tiih.online>.**

As the 58<sup>th</sup> AGM of the Company is a fully virtual AGM, members who are unable to participate in the 58<sup>th</sup> AGM may appoint the Chairman of the meeting as his/her proxy and indicate the voting instructions in the Form of Proxy.

## Procedures for RPV

Members/proxies/attorneys/corporate representatives who wish to participate in the 58<sup>th</sup> AGM which will be conducted virtually using the RPV facilities are to follow the procedures as summarised below:

Procedure before the day of the 58 <sup>th</sup> AGM	
Register as a user with TIIH Online (For first time registration only)	<ul style="list-style-type: none"> <li>▪ Using your computer, access the website at <a href="https://tiih.online">https://tiih.online</a>. Register as a user under “e-Services” and select “Create Account by Individual Holder”. Please refer to the tutorial guide posted on the homepage for assistance.</li> <li>▪ Registration as a user will be approved within one (1) working day and you will be notified via email.</li> <li>▪ If you are already a user with TIIH Online, you are not required to register again. You will receive an email to notify you that the remote participation is available for registration at TIIH Online.</li> </ul>
Submit your request to attend 58 <sup>th</sup> AGM remotely	<ul style="list-style-type: none"> <li>▪ Registration is open from <b>Wednesday, 13 April 2022 at 10 a.m.</b> until the day of the 58<sup>th</sup> AGM, <b>Thursday, 12 May 2022</b>. Member(s)/proxy(ies)/ corporate representative(s)/attorney(s) are required to pre-register their attendance for the 58<sup>th</sup> AGM to ascertain their eligibility to participate in the 58<sup>th</sup> AGM using the RPV.</li> <li>▪ Login with your username (which will be your email address) and password and select the corporate event “<b>(REGISTRATION) HEIM 58TH AGM</b>”.</li> <li>▪ Read and agree to the Terms and Conditions and confirm the Declaration.</li> <li>▪ Select “Register for Remote Participation and Voting”.</li> <li>▪ Review your registration and proceed to register.</li> <li>▪ System will send an email to notify that your registration for remote participation is received and will be verified.</li> <li>▪ After verification of your registration against the General Meeting Record of Depository as at <b>29 April 2022</b>, the system will send you an email <b>after 11 May 2022 to approve or reject</b> your registration for remote participation.</li> </ul> <p><i>(Note: Please allow sufficient time for approval of new user of TIIH Online and registration for the RPV.)</i></p>
Procedure on the day of the 58 <sup>th</sup> AGM	
Login to TIIH Online	<ul style="list-style-type: none"> <li>▪ Login with your username and password for remote participation at the 58<sup>th</sup> AGM at any time from <b>8.30 a.m.</b> i.e. 1 hour before the commencement of the AGM at <b>9.30 a.m.</b> on <b>Thursday, 12 May 2022</b>.</li> </ul>
Participate through live streaming	<ul style="list-style-type: none"> <li>▪ Select the corporate event: “<b>(LIVE STREAM MEETING) HEIM 58TH AGM</b>” to engage in the proceedings of the 58<sup>th</sup> AGM remotely.</li> <li>▪ If you have any question for the Company, you may use the Query Box to transmit your question. The Chairman/Board will endeavor to respond to questions submitted by remote participants during the AGM. If there is time constraint, the responses will be emailed to you at the earliest possible, after the meeting.</li> </ul>
Online remote voting	<ul style="list-style-type: none"> <li>▪ Voting session will commence from <b>9.30 a.m.</b> on <b>Thursday, 12 May 2022</b> until a time when the Chairman announces the closure of the voting session.</li> <li>▪ Select the corporate event “<b>(REMOTE VOTING) HEIM 58TH AGM</b>” or if you are on the live stream meeting page, you can select “<b>GO TO REMOTE VOTING PAGE</b>” button below the Query Box.</li> <li>▪ Read and agree to the Terms and Conditions and confirm the Declaration.</li> <li>▪ Select the CDS account that represents your shareholdings.</li> <li>▪ Indicate your votes for the resolutions that are tabled for voting.</li> <li>▪ Confirm and submit your votes.</li> </ul>
End of remote participation	<ul style="list-style-type: none"> <li>▪ Upon the announcement by the Chairman on the closure of the 58<sup>th</sup> AGM, the live streaming will end.</li> </ul>

#### **Notes to users of the RPV facilities:**

1. Should your registration for RPV to join the 58<sup>th</sup> AGM be approved, the system will make available to you the rights to join the live streamed meeting and to vote remotely. Your login to TIIH Online on the day of meeting will indicate your presence at the virtual meeting.
2. The quality of your connection to the live streamed meeting is dependent on the bandwidth and stability of the internet at your location and the device you use.
3. In the event you encounter any issues with logging-in, connection to the live streamed meeting or online voting, kindly call any of the Tricor's helplines +6011-40805616 / +6011-40803168 / +6011-40803169 / +6011-40803170 or email to [tiih.online@my.tricorglobal.com](mailto:tiih.online@my.tricorglobal.com) for assistance:

#### **Poll Voting**

Voting at the 58<sup>th</sup> AGM will be conducted by poll in accordance with Paragraph 8.29A of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad.

Members can proceed to vote on the resolutions at any time from the commencement of the 58<sup>th</sup> AGM at 9.30 a.m. but before the end of the voting session which will be announced by the Chairman of the meeting. Kindly refer to the above stated procedures for "Online remote voting" for guidance on how to vote remotely from the **TIIH Online** website at <https://tiih.online>.

Upon completion of the voting session for the 58<sup>th</sup> AGM, the Scrutineers will verify the poll results followed by the Chairman's declaration on whether the resolutions are duly passed.

#### **Submission of Questions prior to the day of the 58<sup>th</sup> AGM**

Members may submit questions relating to matters to be deliberated at the 58<sup>th</sup> AGM in advance via **TIIH Online** website at <https://tiih.online> by selecting "e-Services" to login, pose questions and submit them electronically no later than **Wednesday, 11 May 2022 at 9.30 a.m.** The Board will endeavour to answer the relevant questions received during the AGM.

#### **Recording / Photography**

Unauthorised recording or photography are strictly prohibited at the 58<sup>th</sup> AGM of the Company.

#### **No Door Gift/E-Voucher**

There will be **NO** door gift/E-voucher distribution for members/proxies who participate at the 58<sup>th</sup> AGM.

#### **Annual Report 2021 and Circular to Shareholders**

The Company's Annual Report 2021 and Circular to Shareholders are available for download from our Company's website at <https://www.heinekenmalaysia.com/annual-reports.html> or Bursa Malaysia's website at <https://www.bursamalaysia.com/market/>.

#### **Meeting Enquiry**

Members are reminded to check the Company's website for announcements of any changes to the 58<sup>th</sup> AGM arrangements. For queries in relation to the 58<sup>th</sup> AGM, please contact Tricor at the contact details stated below during office hours from 8.30 a.m. to 5.30 p.m. Monday to Friday (excluding public holiday):

#### **Share Registrar – Tricor Investor & Issuing House Services Sdn Bhd**

General	+603 2783 9299 / Email : <a href="mailto:is.enquiry@my.tricorglobal.com">is.enquiry@my.tricorglobal.com</a>
Mr. Jake Too	+603 2783 9285 / Email : <a href="mailto:Chee.Onn.Too@my.tricorglobal.com">Chee.Onn.Too@my.tricorglobal.com</a>
Mr. Zakir Shamsudin	+603 2783 9244 / Email : <a href="mailto:muhamad.zakir@my.tricorglobal.com">muhamad.zakir@my.tricorglobal.com</a>